

Announcing:

***The 5th Annual Public Service
Professional Development
Series***



Who Should Attend?

All Public Service Professionals who:

- *Work in an organization that is undergoing change*
- *Are seeking ways to improve their individual skills*
- *Need a local, low-cost, solution-focused training*

***Federal Executive Board
Greater Los Angeles
FY 2007 Training Opportunities***

Influencing Others to Work Together

November 16, 2006

January 18, 2007

March 15, 2007

May 17, 2007

July 19, 2007

September 20, 2007

The 5th Annual Public Service Professional Development Series has been created to meet the intergovernmental needs unique to public service.

The Public Service Professional Development Series addresses the mutual professional development demands identified by the public service partners located throughout the Greater Los Angeles Area. Joining together to focus on our similar training requirements allows us to offer courses designed specifically for public service employees. By leveraging resources available through federal, state, and local governments, and our private industry partners, we have created a synergy to obtain low-cost training provided by well-respected sources.

*This series also offers flexibility that is not available in most long term training programs. You can send one person to all six seminars creating a comprehensive training opportunity or you can send a different individual to each seminar, tailoring the program to each professional development need. This flexibility allows you to budget for an entire years worth of courses at the lowest possible rate. You pay once for six training programs and you decide how to distribute the tickets which will be sent to you in advance of the first session. If you or your designee cannot attend - send someone else. Use them as developmental tools or possibly incentive awards. **You decide!***

Take advantage of this unique opportunity for exceptional quality training at an affordable price!

- Special Thanks to Charles M. Dorman, CEO, Dennis D. Scott, Director, Human Resources, and Brian J. Happy, Chief, Acquisition and Material Management Service, VA Greater Los Angeles Healthcare System for locating resources for publication.
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Reproduction Section, Ruben Manzano, VA Greater Los Angeles Healthcare System.

November 16, 2006 * 8:30a.m. - 12:30p.m. * Session #1
Speaker/Sponsor: Jerry Strom, Jerry Strom & Company
The Six Core Competencies of Leadership - A developmental pathway!

We have an opportunity to listen to an expert in the leadership development field. Participants will learn six core principles to guide the growth and development of the organizational leader. These core competencies provide a balanced, symmetrical perspective to effective leadership in a diverse workplace. This session jump starts charting a long term snapshot of the progression of the emerging leader. This interactive workshop will identify the unique attributes of each participant in building a leadership platform for yourself by revealing your personal strengths. Those employees who possess leadership potential need to participate in this session to gain the fundamentals of successful leadership.

January 18, 2007 * 8:30a.m. - 12:30p.m. * Session # 2
Speaker/Sponsor: Malcolm Kushner, AFHC
Leadership Communications - How U.S. Presidents Use Humor to relate, motivate, communicate, and you can to!

Humor is a powerful leadership tool. It can command attention, create rapport and make ideas more memorable. It can also relieve tension, defuse conflict and motivate people- if it's used appropriately. Whether you're talking to one person or one thousand, a message coated with humor can peel away resistance, build goodwill and get an audience on your side. In this workshop, you will learn simple, proven humor techniques to become a more effective leader. This workshop will focus on developing humor skills to improve morale and communicate a vision. This training course combines lecture, discussions, interactive exercises and many opportunities to practice humor techniques in real world situations. Each humor technique will be modeled by a U.S. President via video and audio clips.

March 15, 2007 * 8:30a.m. - 12:30p.m. * Session # 3

Speaker/Sponsor: Stewart Liff, Author of “The Art of Managing Government Employees” and Co- Author with Pam Posey, DBA of “Seeing is Believing”: **How the Art of Visual Management Can Boost Performance throughout Your Organization.**

“How to Manage Government Employees”, strategies, tactics and approaches for managing in the 21st Century. This interactive session will deal with the overall philosophy of managing people, dealing with difficult employees and circumstances. You will participate in real life case studies and develop your own management strategies. Participants will also learn the fundamentals of “Visual Management”, which is a system of management that combines business principles in order to improve performance while increasing the aesthetic value of the organization. You will see how the actual re- design of a workplace environment can connect employees to the mission, celebrate their workforce, hold employees accountable and shape the outside world's view of an organization.

May 17, 2007 * 8:30a.m. - 12:30p.m. * Session # 4

Speaker/Sponsor: Mark Samuel, IMPAQ,
Author of “Creating the Accountable Organization” and
“The Power of Personal Accountability”
-The Power of Personal Accountability at Work

This interactive program challenges participants to rethink the way they respond to challenges, difficulties and problems in order to achieve higher levels of performance. This program will assist participants in applying the Personal Accountability Model to improve their effectiveness in communication, teamwork and performance execution using innovative and effective learning techniques. Participants will learn how to quickly and easily recognize when they are not being accountable and develop “recovery plans” for swiftly getting back on track. You will be creating personal goals for improving customer service and teamwork. This program is ideal for organizations interested in improving performance and communication between employees and team members.

July 19, 2007 * 8:30a.m. - 12:30p.m. * Session # 5
Speaker/Sponsor: Debra LaCroix Consulting
How to Develop Customer Service Initiatives for Public Service Organizations/ How to Defuse Anger in others - A key to salvage customer service complaints

As the world enters the 21st Century, the stress of transition is affecting every level of life. Techniques for dealing with upset citizens, customers and coworkers have always been critical to success on the job. It has become clear that business and organizations are forced to deal daily with people who are not just “upset” but demonstrate alarming levels of anger. Employees must be better prepared to understand hostile behavior in others, as well as identify their own response to such powerful emotions. This workshop will provide service recovery approaches for today's demanding public. You will learn how you can use your own attitude to influence and change the disposition of your customers. This is the one customer service course everyone with public contact needs to experience!

September 20, 2007 * 8:30a.m. - 12:30p.m. * Session # 6
Speaker/Sponsor: Robert Elliott, MFA, Corporate Educator
Leading in Today's Changing Work Environment - Tools for Creating Quality Leadership

The government employee is challenged in more ways today than ever before. Organizational transformation, reorganization, budget cuts, and workforce reductions have produced instability in our work environments. Old styles of leadership built upon illusionary ideas of stability and security may no longer be effective. What are the attributes of quality leadership? How can we lead in a meaningful way so that our co-workers, supervisors, and customers will want to follow? Drawing on examples from mythology, depth psychology, and the creative and martial arts, this refreshing program offers a new approach to leadership that will ensure successful navigation of today's business climate.

Public Service Professional Development Series **Training Consultant Alumni**

Bill Hillar

Catalyst Group, Ken Lodi

Dale Carnegie Training, Tom Kibler, Dick Bonar

Debra LaCroix Consulting

Development Dimensions International, DDI, Stan Evans

Graduate School, U.S. Department of Agriculture, Jean Mizuiri

HLC Group, Hank Clemons, PhD

HR Strategic Services/Global Training Group, Dan Sakimoto

IMPAQ, Mark Samuels

Italix Consulting Services, JoAnn Polcari

JAE Limited, Joan Wisnoski

Jerry Strom

Jude Cassel & Associates

Ken Blanchard Companies, Ron Leano, Mark Paskowitz

Malcolm Kushner

Management Concepts, Joe Riddle

Robert New, MBA

Partners in Leadership, Inc., John Grover

Robert Elliot, MFA

Roz Teller

Stewart Liff

Susan RoAne

The Federal Executive Board Greater Los Angeles has developed an Alumni of Public Service Professional Development Series training facilitators for your use. The listing identifies names of past and present training consultants, contact information and their training course specialty areas. Please visit us at www.losangeles.feb.gov under Training Services.

Ticket price includes all 6 sessions.
Ticket & Parking options will be sent to your
contact person once payment has been processed.
Mail, Fax or E-mail Registration to FEB
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Series fee \$395.00

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Federal Executive Board
Greater Los Angeles
501 W. Ocean Blvd, Suite 3200
Long Beach, CA 90802

Phone: (562) 980-3445
Fax: (562) 980-3448
E-mail:
kathrene.hansen@dhs.gov

All six sessions will be held at the same location:
Long Beach Federal Building, 501 W. Ocean Boulevard,
Room 3470, LB, CA 90802
Continental breakfast provided



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Greater Los Angeles
501 W. Ocean Blvd, Suite 3200
Long Beach, CA 90802

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